



Patient Rights and Responsibilities Acknowledgment

Every New Season patient has rights as well as responsibilities. The staff is committed to the protection of these rights and to providing treatment in an atmosphere that is characterized by dignity, respect and responsive to the unique needs, abilities, and characteristics of each person served by the organization.

Patient Rights: as a New Season patient, you have the right to:

- Patients have the right to receive treatment for services without regard to race, color, national origin, disability or age
- Be fully involved as an active participant in decisions pertaining to your treatment and to participate in all counseling/treatment modalities offered by the treatment center
- Have information about your treatment and your confidentiality protected to the greatest extent allowed by federal and state confidentiality laws and regulations
- Receive services that comply with all applicable federal and state laws, rules and regulations regarding methadone treatment
- Be fully informed about your course of treatment and changes to your custom plan
- Timely and accurate information to assist you in making sound decisions relative to your treatment
- Have a primary counselor assigned to you who will direct and coordinate your treatment
- Request a change in your primary counselor if you so desire
- Have family members, friends or others involved in your treatment with your consent and approval
- Receive services in an environment that is free of all forms of abuse, including, but not limited to, (a) fiduciary abuse, (b) physical abuse and punishment, (c) sexual abuse and exploitation, (d) psychological abuse including humiliation, threats and exploitation, and (e) all forms of seclusion and restraint
- File a complaint about the services you receive without fear of retaliation or reprisal of any sort
- File a grievance with the responsible State Methadone Authority or other state agency if you feel that the organization has not satisfactorily addressed any concerns you have or, does not adequately address any formal grievance you submit and
- Withdraw from treatment at any time
- To transfer to another opioid treatment program if you notify your primary counselor at least 10 working days in advance of your desired transfer date

You may also have additional rights afforded to you based on the rules and regulations for methadone treatment in your state. Your primary counselor or the Program Director can advise you of any additional rights that you may have.



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Patient Responsibilities: as a New Season patient, and in respect of other patients and staff members, you have a responsibility to:

- Act in a civil, decent and respectable manner and treat others in the way that you would like to be treated
- Dress appropriately, recognizing that you will not receive services if you are not wearing a shirt and shoes
- Attend all group or individual counseling sessions as required by your counselor or treatment center rules. A consistent failure to attend will adversely affect your progress and recovery
- Inform your counselor or nurse of any prescription or over-the-counter medications you are currently taking
- Stop using illegal drugs or alcohol as this can negatively impact your health and recovery
- Smoke only in designated areas
- Refrain from loitering outside the treatment center
- Refrain from “cutting the line”
- Refrain from all forms of physical violence or abuse toward others
- Refrain from abusive language, disruptive behavior or overt sexual conduct
- Refrain from bringing any weapon, gun or other form of illegal contraband into the treatment center
- Refrain from bringing any illegal drug or alcohol onto New Season property
- Provide a urine sample upon request of your counselor or nurse, recognizing that (1) routine urine samples are required by all Opioid Treatment Programs as part of their patient safety standards (2) you may be observed by a staff member of the same gender while producing/providing the sample and (3) providing a “cold sample” or refusing to provide a sample upon request is paramount to providing a “dirty sample”
- Recognize and acknowledge that a violation of these patient responsibilities can result in involuntary discharge from the program and a discontinuation of all services